JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Graduate Apprentice Assistant IT Officer	Post Ref:
Section:	Infrastructure	Grade:
Responsible to:	IT Manager	
Responsible for:		

JOB PURPOSE

Work as part of a team to provide installation, maintenance, support and repair of IT systems, applications and devices. Assist with first and second line support and triage of service incidents and delivery of IT projects.

The post holder will be expected to attend the University of Dundee for four years, with successful completion leading to award of BSc (Hons) in IT Management for Business. The post holder will also receive training to provide an introduction to the wider practical aspects of the IT service.

PRINCIPAL WORKING CONTACTS

Senior IT Manager
IT Manager
IT Officers
Assistant ICT Officers
Council Staff.

MAIN DUTIES

Attend Dundee University for four years Graduate Level Apprenticeship to award of BSc (Hons) in IT Management for Business.

Assist with the provision of first and second line support, diagnosis and rectification of faults with desktops, laptops and mobile devices.

Assist with the implementation and configuration of IT infrastructure, systems and software.

Assist with upgrading and patching of operating systems and applications to ensure devices remain secure and compliant.

Assist with installation, configuration and testing of end user devices.

Assist with installation, maintenance and support of applications and operating systems.

Completion of IT service desk requests, updating requests and liaising with users to ensure requests are completed within agreed service levels.

Develop and maintain an understanding of IT security implications of IT infrastructure and supported applications.

Work with services to analyse and evaluate key business processes, workflows and systems to support with delivery of the service.

Assist with system and server administration, configuration and documentation.

Escalation of incidents to other IT staff or external 3rd party suppliers.

Provision of advice and guidance to customers and colleagues.

Help to maintain accurate records for systems, servers and services, updating documentation as required.

Maintain personal knowledge of advances in IT infrastructure and operating systems.

Maintain accurate records and databases for systems and services.

Provide a high level of customer care.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Graduate Apprentice Assistant IT Officer POST REF. NO.: _____

DIVISION/DEPARTMENT SECTION: Corporate Services

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	BBBC at Higher including two science or engineering subjects or Modern or Foundation Apprenticeship in a relevant area along with a Higher in two science or engineering subjects Or equivalent in relevant subject, or relevant work experience	Higher in Computing related subject. Modern or Foundation Apprenticeship in Computing related subject	Application form Interview
RELEVANT WORK/OTHER EXPERIENCE	Experience of using computers and dealing with customers over the telephone	Experience of monitoring and maintaining IT Systems and servers Knowledge of IT Networking Knowledge of server virtualisation technologies	Application Form Interview Reference
PARTICULAR SKILLS/ABILITIES	Strong written and oral communication skills Problem solving skills. Good administrative & organisational skills Proficient computer skills in Microsoft Office, Word, Excel & Access. Ability to work on own initiative & also part of a team Good organisational skills		Application Form Interview
PERSONAL QUALITIES	Ability to work under pressure Ability to work in a team environment and work		Interview Reference

	with people at all levels of the organisation Show attention to detail/quality		
ANY ADDITIONAL JOB-RELATED REQUIREMENTS	Willingness for out of hours work as required Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update	Current driving licence (Level 3)	Interview